

Eliminating Germs In the Workplace

McLemore Building Maintenance

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Eliminating Germs In the Workplace

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Executive Summary

The purpose of this MBMINC white paper is to provide insights to facility maintenance decision makers. These insights hope to bring a level of understanding that will help evaluate and justify their investments in cleaning that decision makers currently may not be considering.

Although some building owners have considered facility cleaning services as a cost center, consequently, decisions about cleaning expenditures have been severely hindered because they are solely focused on cost. Numerous studies show that workplace cleanliness impacts a company's bottom line and that developing a deeper understanding of the benefits of facility maintenance can lead to greater savings.⁽⁵⁾

Empirical data strongly supports the position that cleaning can be a economic saver, and thus, a relatively modest investment in facility maintenance produces substantial returns. With this understanding, facility managers will be able to make decisions that better leverage the money assigned to cleaning and improve the bottom line.

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[(5) Brochures | White Papers | Case Studies | Varsity Facility Services. (n.d.). Retrieved from <http://www.varsityfs.com/additional-resources/#case-studies>

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Industry Overview

Service Providers

In addition to the contracted service sector, many universities, K-12 schools, healthcare, hospitality, manufacturing, and other industries employ their own cleaning staffs.

The industry's breadth and high degree of fragmentation are driven by relatively low barriers to entry and only minimal differentiation. Consequently, janitorial services have been largely cost driven. This cost-centered focus has led many contractors to cut corners in order to remain competitive. The result is inconsistent service. Facility decision makers have responded by using two approaches in tandem to deliver quality services in a cost-effective manner: Quality Standards and The Value of Cleaning⁽⁵⁾.

Quality Standards

Our company has a proven record of integrity; is debt-free, and has a turnover rate 68% below industry average. We believe in flexibility and service transparency through custom account engineering, formal business review meetings and a customer survey program.

Our green cleaning programs incorporate Green Seal, EcoLogo and Safer Choice third-party certified chemicals and low-impact equipment; cleaning for health processes as well as day cleaning to help reduce client energy consumption costs. McLemore's safety and training focus has earned our company numerous safety awards from the Building Service Contractors Association International (BSCAI).

[(5) Brochures | White Papers | Case Studies | Varsity Facility Services. (n.d.). Retrieved from <http://www.varsityfs.com/additional-resources/#case-studies>

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Industry Overview

Value of Cleaning

Having a clean facility is not just a cost, but an investment in profitability. With a focus on cleaning for health, McLemore Building Maintenance uses industry best practices to improve cleanliness and reduce pathogens that threaten public health.



Maintaining a clean workplace is vital for employers to reduce their workers compensation claims and keep efficiency high. The workplace environment influences employees' productivity, performance, and well-being. When employees work in a messy environment, they may not notice all hazards, which increases the risk of an accident.



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Absenteeism

Absenteeism is the pattern of which an employee is habitually late or frequently absent from work for no good reason ⁽²⁾. This definition does not include any excused absences or any instance where the employee had permission to be away from work.

Absenteeism is costly for both employers and employees. Obviously, employers expect an employee to request time off occasionally, and there are many company policies for paid leave under approved circumstances ⁽²⁾. However, once these absences become excessive the employee may not be paid for this time off and may even risk losing their job. Absent employees impact an organization's productivity, revenue, and costs. Absenteeism contributes to employee turnover, increased labor costs when replacement workers need to be hired, and to other management and hiring costs ⁽²⁾.

The magnitude of sickness absenteeism was 58.8 % [95 % CI: (54.9, 62.5)] in the past three months. Absence of periodic medical checkup, working for more than 48 h per week, working overtime, job dissatisfaction, and job stress were factors significantly associated with sickness absenteeism.

(2) Doyle, A. (2012, July 20). Learn What Absenteeism Is and How It Can Impact Your Employment. Retrieved from <https://www.thebalancecareers.com/what-is-absenteeism-2060809>

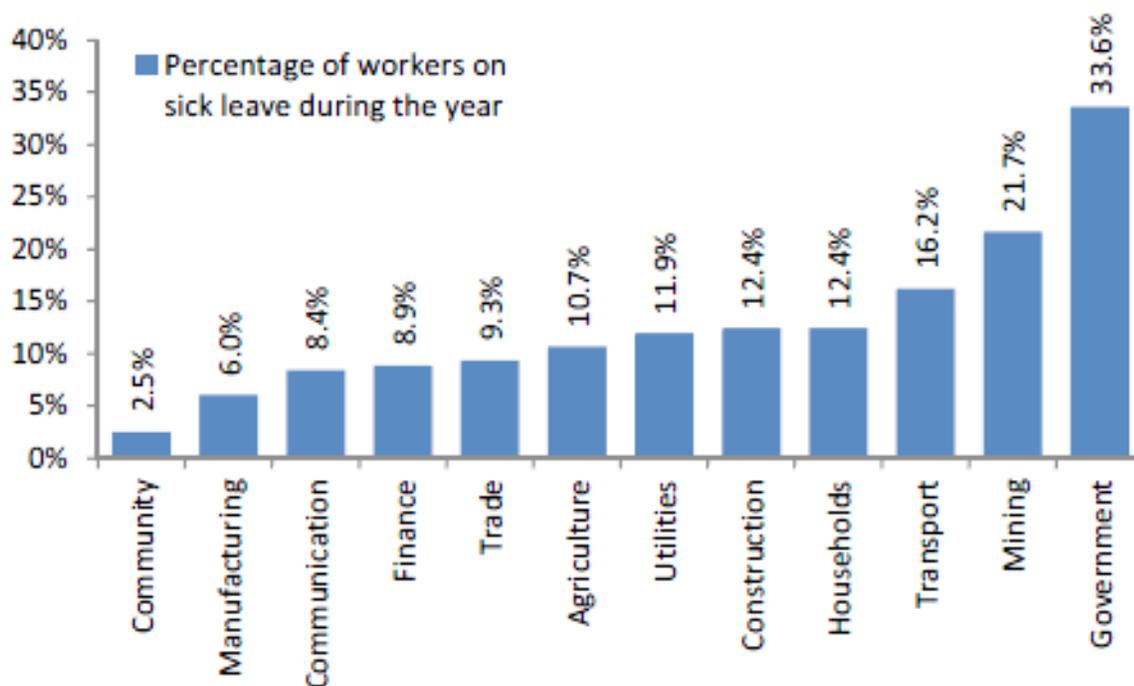
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Absenteeism

Costliness of Absenteeism

The average worker is sick 7.7 days/year costing companies \$225.8 billion/year.

According to the Centers for Disease Control and Prevention (CDC), the flu alone costs U.S. companies \$10.4 billion in direct costs including hospitalizations and outpatient visits. Unplanned absences decrease productivity by 54% and account for a 39% drop in sales and customer service.



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Absenteeism

Preventing and Controlling Infections

Disinfection of commonly touched surfaces is critical to a facility's overall health. Surfaces such as door handles, light switches, elevator buttons, keyboards, phone, etc. Should be cleaned and disinfected regularly. Viruses, including Influenza, Rhinovirus and Norovirus, can live anywhere from hours to days on surfaces. For surfaces to be considered disinfected, 95% of harmful substances must be removed and or killed. Wiping contaminated surfaces with a disinfectant effective against Type A influenza viruses should kill the more virulent of viruses, according to the World Health Organization.

During cold and flu season the cleaning frequency of these surfaces is often increased depending on the severity of illness for that year. Proper disinfection practices help reduce the transmission and spread of germs and illness.

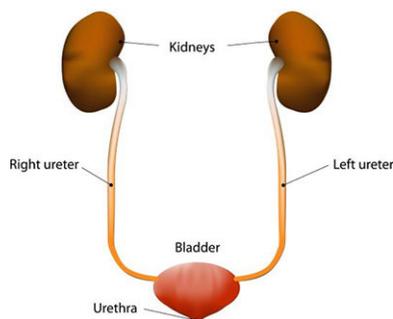
Promoting good hand hygiene and using touchless dispensing systems in restrooms along with the use of alcohol-based hand gel can also help prevent the transmission of viruses that cause colds. According to the Centers for Disease Control (CDC), it takes at least 20 seconds' time to properly wash hands effectively.

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Healthcare Associated Infections (HAI)



BLOODSTREAM INFECTIONS is a serious infection that occurs when germs (usually bacteria or viruses) enter the bloodstream through the central line. Patients who get a CLABSI have a fever, and might also have red skin and soreness around the central line. If this happens, healthcare providers can do tests to learn if there is an infection present. ⁽¹⁾



URINARY TRACK INFECTIONS is an infection involving any part of the urinary system, including urethra, bladder, ureters, and kidney. UTIs are the most common type of healthcare-associated infection reported to the National Healthcare Safety Network (NHSN). ⁽¹⁾



PNEUMONIA is an infection that inflames the air sacs in one or both lungs. The air sacs may fill with fluid or pus (purulent material), causing cough with phlegm or pus, fever, chills, and difficulty breathing. A variety of organisms, including bacteria, viruses and fungi, can cause pneumonia. Pneumonia can range in seriousness from mild to life-threatening. ⁽³⁾

⁽¹⁾ Central Line-associated Bloodstream Infection (CLABSI) | HAI | CDC. (2016, March 1). Retrieved from <https://www.cdc.gov/hai/bsi/bsi.htm>

⁽³⁾ Pneumonia - Symptoms and causes. (2018, March 13). Retrieved from <https://www.mayoclinic.org/diseases-conditions/pneumonia/symptoms-causes/syc-20354204>

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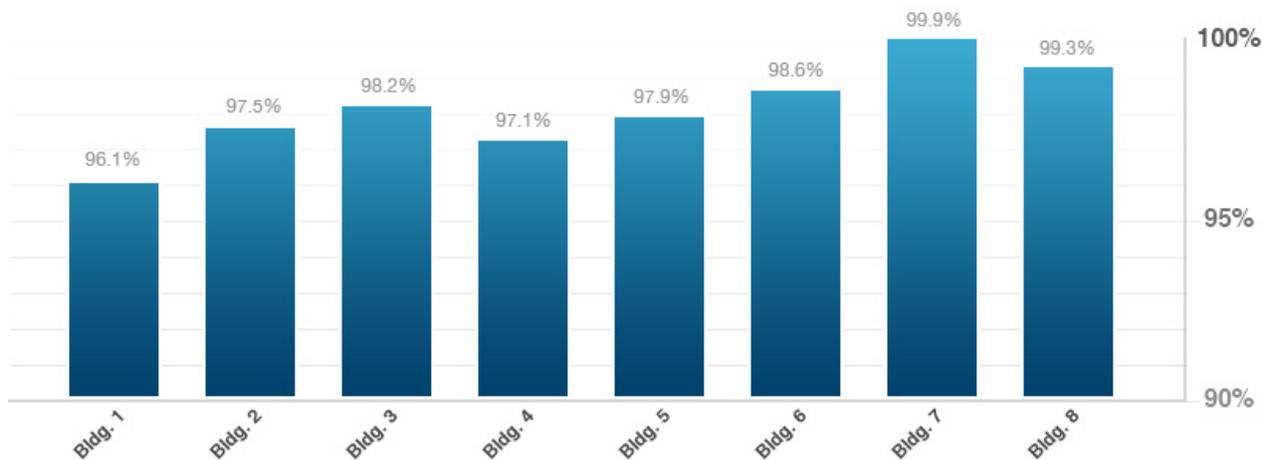
Customer Satisfaction

Satisfaction Connection

We understand the challenges you face in running facility operations, including receiving the best service possible, being environmentally conscious, maintaining a clean and healthy facility, managing budget constraints and keeping occupants happy. Our sustainable solutions give you the peace of mind that facility services are managed with care to improve cleanliness, occupant satisfaction and extend the longevity of facility asset investments.

Focused on providing a high level of consistent, quality-driven facility support services through measuring, analyzing and managing trends for Key Performance Indicators (KPIs), we are always on top of the service performance at your facility.

Monthly Inspection Results by Building



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Customer Satisfactoin

Image Enhancement

The image that a clean facility creates is a lasting one. According to multiple studies, customers value cleanliness more than many other factors when deciding to do business with an establishment ⁽⁴⁾.

In the spirit of continuous improvement, McLemore utilizes Quarterly Business Reviews and Job Status Reports to provide transparency of service deliverables and to suggest further efficiencies through account optimization, as we recognize that needs and patterns of use change over time for our clients.

Together, McLemore and key stakeholders at your company agree on formal KPIs that will be used to evaluate ongoing performance standards.

(4)Pneumonia - Symptoms and causes. (2018, March 13). Retrieved from <https://www.mayoclinic.org/diseases-conditions/pneumonia/symptoms-causes/syc-20354204>

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